



## Development Services Manager

### DEFINITION

Under administrative direction from the Director of Engineering and Technology Services, plans, organizes, and directs an effective development services program for the District; supervises professional and technical staff engaged in the review, inspection, and approval of developer work projects to assure conformance with District technical specifications; serves as liaison with developers, contractors, customers, and a variety of public agencies to resolve field disputes, responds to inquiries and/or complaints; provides information on work projects; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS

**Development Services Manager** is a single-position mid-manager classification. Under limited administrative direction, within a framework of overall goals and objectives, the incumbent plans, organizes, and directs an effective development services program for the District and supervises professional and technical staff engaged in the review, inspection, and approval of developer work projects. Responsibilities are broad in scope and require leadership and independent judgment on issues that are complex, interpretive, and evaluative in nature.

This classification is distinguished from other managers within the District by the specific responsibility for planning, organizing, and directing the District's Development Services program and the supervision of professional and technical staff engaged in the review, inspection, and approval of developer work projects. This classification is distinguished from the Engineering Manager classification in that the latter is a department head with responsibility for all District-wide engineering services.

### TYPICAL DUTIES

#### **TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:**

- Updates and maintains the District's standard technical specification related to approved pipes, valves, and other materials to be used in District or developer-initiated engineering projects; analyzes and makes recommendations on revisions to District schedule of rates and charges.
- Reviews work of engineering technicians, engineers, and other staff in connection with plans and designs submitted by developers to connect to the water distribution system; processes and approves water main extension contracts, easements, and job orders to initiate or change water service or set water meters.
- Interviews and hires new staff; plans and evaluates the performance of supervisors and staff; establishes performance requirements and personnel development targets; regularly monitors performance and provides coaching for performance improvement and ongoing development.
- Schedules and supervises the work of construction inspectors in their review and approval of contractor field activities; makes site visits as needed to resolve field disputes; responds

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to and resolves complaints from developers, city representatives, or customers regarding work projects.

- Prepares the annual budget request for the division; estimates staffing, materials, services, and equipment needs based upon recent trends and planned activities; monitors expenditures after budget adoption and approves purchase requisitions.
- Reviews and approves the design and installation of non-standard uses, such as for reclaimed water, for compliance with applicable standards; responds to developer inquiries regarding fire flow tests and related issues.
- Oversees continuous updating of distribution system maps and drawings as new installations are completed; gives staff presentations on unique aspects of completed work.
- Chairs the District's Materials Review Committee; participates in the review, evaluation, and field testing of new construction materials, supplies, or equipment.
- Assists in implementation of a Geographic Information System (GIS) by providing input to systems development in the role of an end user of the technology.
- Participates in the majority of District property-related issues, including negotiating and selling property and coordinating and preparing agreements for long-term rental.
- Performs other related work as required.

### **REQUIREMENTS**

*Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:*

#### **Education and Experience:**

Possession of a Baccalaureate degree from an accredited college or university with a major in civil engineering or a related field; and six (6) years of progressively responsible civil engineering experience, including three (3) years of lead experience directing the work of others in the field and one (1) year of supervisory experience. Completion of the District's Leadership Skills Training Program is required following hire. Supervisory experience strongly desired

Current ACWD Employees: 75% completion of the District's Leadership Skills Training Program may substitute for one (1) year of supervisory experience. If the internal candidate has already completed the Leadership Skills Training Program, they do not need to complete the program for a second time if promoted.

#### **Knowledge, Skills, and Abilities:**

Knowledge of: engineering principles, terms, practices, methods applicable to water utilities; engineering hydraulics; water distribution systems design and operation; principles and practices of effective employee supervision and personnel management; engineering economics including project management and cost/benefit analyses; cost estimating methods; engineering construction project management methods and techniques; budget administration; engineering mathematics through calculus and statistical analysis methods; pertinent federal, state, and local

laws, codes, and regulations governing the operation of water facilities, environmental controls, and workplace safety; land use and land development regulations, methods, and processes; real estate transactions and related instruments including easements, deeds, permits, licenses, and agreements; safe work practices as they relate to the position and the ability to identify workplace hazards and/or unsafe conditions and take appropriate action to correct same; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: plan, organize, and direct an effective development services program; apply engineering principles and techniques to the solution of engineering problems; review engineering plans and designs for conformance with District standards; prepare and administer engineering contract documents; plan, assign, and supervise the work of subordinate staff; maintain detailed and accurate records; prepare a variety of memos, letters and technical reports and specifications that are clear and concise; perform the essential functions of the job without causing harm to self or others; operate modern office equipment including computer equipment and industry standard and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Additional Requirements:**

- Must possess a valid California driver's license and have a satisfactory driving record.
- Must possess a California State Registration as a Professional Engineer.
- Possession of a Water Distribution Operator Grade 2 certificate is required within 12 months of appointment.
- Possession of a Water Distribution Operator Grade 3 certificate is highly desirable.

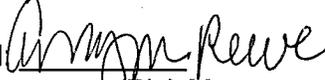
**Working Conditions/Physical Requirements:**

The essential functions of this classification are primarily performed in a controlled-temperature office environment and require the ability to sit for extended periods in front of a computer screen; finger dexterity and hand strength to perform simple grasping and fine manipulation, use a telephone, computer keyboard and other office equipment on a daily basis; speak and hear in person and on the phone; see sufficiently to perform assignments; and intermittently twist to reach equipment or supplies surrounding desk.

The essential functions of these classifications require frequent driving to perform essential job duties which may include attending meetings or doing business at various off-site locations. Alternative forms of transportation are not suitable due to security concerns, logistical challenges, and time constraints.

Occasionally, essential construction inspection or other work activities are performed outdoors under a variety of climatic and geographic conditions in an environment with exposure to loud noise, chemicals, fumes, and other environmental substances and require the ability to safely drive a vehicle to job sites and traverse uneven terrain.

Revised: 03/2025

Approved   
Human Resources/Risk Manager

